

IP Relay 2009 FCC Complaint Report

6/1/08 to 5/31/09

***External Complaints--
Miscellaneous***

Customer stated they are unable to place a call through Hamilton Relay Wireless. Customer is receiving the US or Domestic error.

***Inquire Date 6/6/2008
Record ID 10385
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/6/2008
Resolution 6/6/2008***

Assistant Operations Manager forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Assistant Operations Manager contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

***External Complaints--
Miscellaneous***

Customer stated that they are unable to place a call through Hamilton Instant Relay and inquired if there was a technical issue at this time.

***Inquire Date 7/22/2008
Record ID 10416
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/23/2008
Resolution 7/23/2008***

Assistant Operations Manager apologized to customer and stated that there was an outage issue with AOL that has been repaired and suggested customer try their call again. Customer was satisfied.

***External Complaints--
Miscellaneous***

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error

***Inquire Date 11/7/2008
Record ID 11227
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/7/2008
Resolution 11/15/2008***

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

***External Complaints--
Miscellaneous***

(HT) Customer stated they are receiving a US or Domestic error after receiving the 'Success' indication that their Screen Name is registered.

***Inquire Date 2/2/2009
Record ID 10871
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/2/2009
Resolution 2/2/2009***

Customer Service apologized and verified that the customer's HomeTown account was set correctly. Customer Service explained what the US or Domestic error indicated and directed customer to their wireless provider. Customer understood.

**External Complaints--
Miscellaneous**

(HT) Customer stated they received an error while attempting to place a call using their registered screen name.

Inquire Date 2/6/2009
Record ID 10870
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/6/2009
Resolution 2/6/2009

Customer Service apologized and explained that AOL was experiencing an outage and suggested that the customer attempt their call later. Customer understood. AOL resolved their issue and customer was notified.

**External Complaints--
Miscellaneous**

Customer stated that they had a complaint concerning an AT&T operator.

Customer Service directed customer to AT&T customer service. Customer was satisfied.

Inquire Date 2/16/2009
Record ID 10790
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/16/2009
Resolution 2/16/2009

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error.

Inquire Date 2/19/2009
Record ID 10799
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/19/2009
Resolution 2/19/2009

Lead CA forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error.

Inquire Date 2/25/2009
Record ID 10800
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/25/2009
Resolution 2/25/2009

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 2/26/2009
Record ID 10787
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/26/2009
Resolution 2/26/2009

Customer stated they attempted to call a doctor's office, but the office continued to hang up.
Customer Service suggested that the customer place their call and request a specific party.
Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 4/2/2009
Record ID 11268
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 4/2/2009
Resolution 4/2/2009

Customer stated that they are unable to place a call through Hamilton Relay Wireless.
Customer has been receiving the US or Domestic error

Supervisor forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 4/3/2009
Record ID 11319
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/8/2009
Resolution 4/8/2009

(HT) An invalid number was assigned to the customer's HomeTown account.

Customer Service acquired a new telephone number and notified the customer of the change to their account. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 4/3/2009
Record ID 11318
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/8/2009
Resolution 4/8/2009

(HT) An invalid number was assigned to the customer's HomeTown account.

Customer Service acquired a new telephone number and notified the customer of the change to their account. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error

Inquire Date 4/9/2009
Record ID 11266
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/9/2009
Resolution 4/9/2009

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error.

Inquire Date 4/21/2009
Record ID 11267
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/21/2009
Resolution 4/21/2009

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that they are unable to place a call through Hamilton Relay Wireless. Customer has been receiving the US or Domestic error.

Inquire Date 5/13/2009
Record ID 11420
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/13/2009
Resolution 5/13/2009

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue with the relay system or the customer's call. Customer Service contacted customer and explained why they would see this error and directed customer to their Internet Service Provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated they received a call from another relay provider. Customer stated that the identification was extremely long, so they did not receive all of the information from the message.

Inquire Date 5/22/2009
Record ID 11505
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 5/22/2009
Resolution 5/22/2009

Lead CA apologized and directed the customer to the other provider's customer service. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 5/27/2009
Record ID 11531
Call Taken By Lead CA
CA Number
Responded By Kim
Response Date 5/28/2009
Resolution 5/28/2009

Customer stated that the CA from i711 hung up on him and would not process his call.

Lead CA apologized and directed the customer to the provider's customer service. Customer understood.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 6/4/2008
Record ID 10508
Call Taken By Supervisor
CA Number 6343
Responded By Scott
Response Date 6/4/2008
Resolution 6/4/2008

Customer stated that the CA had several typing errors and conversation was difficult to read.

Supervisor apologized and stated CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied. CA's latest typing score was 67 WPM with 99% accuracy.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

Inquire Date 6/5/2008
Record ID 10509
Call Taken By Lead CA
CA Number 6399
Responded By Bri
Response Date 6/5/2008
Resolution 6/5/2008

Customer stated that the CA had several typing errors.

Supervisor apologized and stated CA would be counseled. CA was counseled and monitored frequently. Customer was satisfied. CA's latest typing score was 61 WPM with 95% accuracy.

**Service Complaints--CA Hung
Up on Caller**

Inquire Date 7/14/2008
Record ID 10406
Call Taken By Customer Service
CA Number 5018
Responded By Tina
Response Date 7/15/2008
Resolution 7/15/2008

Customer stated that CA hung up and did not place their call.

Customer Service forwarded information to the technical department. The technical department discovered that the CA disconnected due to no response. CA was counseled and customer was notified.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 12/13/2008
Record ID 11228
Call Taken By Lead CA
CA Number 1122
Responded By Tina
Response Date 12/15/2008
Resolution 12/5/2008***

Customer stated that the CA disconnected during their call.

Lead CA forwarded information to the technical department. The technical department discovered that the system timed out, disconnecting the call. Customer was notified.

***Service Complaints--CA Hung
Up on Caller***

***Inquire Date 3/12/2009
Record ID 10942
Call Taken By Supervisor
CA Number 9161
Responded By Brenda
Response Date 3/13/2009
Resolution 3/13/2009***

Customer stated that CA hung up on them during their call.

Supervisor forwarded the information to the technical department. The technical department discovered that the system timed out, disconnecting the call. Customer was notified.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 6/16/2008
Record ID 10377
Call Taken By Lead CA
CA Number 5432
Responded By Tina
Response Date 6/16/2008
Resolution 6/16/2008***

Customer stated that the CA had difficulty processing their 2LVCO call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 8/20/2008
Record ID 10453
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/20/2008
Resolution 8/20/2008***

Customer stated that the CA had difficulty processing their 2LVCO call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 9/9/2008
Record ID 10475
Call Taken By Customer Service
CA Number 5008
Responded By Tina
Response Date 9/9/2008
Resolution 9/9/2008***

Customer stated that the CA had difficulty processing their 2LVCO call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 12/3/2008
Record ID 10585
Call Taken By Customer Service
CA Number 1185
Responded By Tina
Response Date 12/4/2008
Resolution 12/4/2008***

Customer stated that the CA had difficulty processing their 2LVCO call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 4/20/2009
Record ID 11273
Call Taken By Supervisor
CA Number 9009
Responded By Michelle
Response Date 4/20/2009
Resolution 4/20/2009***

Customer stated that the CA did not relay all of the information that was typed.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/1/2008
Record ID 10391
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/3/2008
Resolution 6/3/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/10/2008
Record ID 10402
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/10/2008
Resolution 6/10/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/11/2008
Record ID 10401
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/11/2008
Resolution 6/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/18/2008
Record ID 10397
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/18/2008
Resolution 6/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/18/2008
Record ID 10396
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/18/2008
Resolution 6/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/20/2008
Record ID 10399
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/20/2008
Resolution 6/20/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/23/2008
Record ID 10400
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/23/2008
Resolution 6/23/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/24/2008
Record ID 10392
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/24/2008
Resolution 6/24/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/24/2008
Record ID 10393
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/24/2008
Resolution 6/24/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/25/2008
Record ID 10382
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/25/2008
Resolution 6/25/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/26/2008
Record ID 10395
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/26/2008
Resolution 6/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/27/2008
Record ID 10394
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/27/2008
Resolution 6/27/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/28/2008
Record ID 10398
Call Taken By Lead CA
CA Number
Responded By Jody
Response Date 6/28/2008
Resolution 6/28/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/16/2008
Record ID 10427
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/16/2008
Resolution 7/16/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/17/2008
Record ID 10435
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/29/2008
Resolution 7/29/2008***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/17/2008
Record ID 10428
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/17/2008
Resolution 7/17/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/17/2008
Record ID 10434
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/17/2008
Resolution 7/17/2008***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/18/2008
Record ID 10433
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 7/18/2008
Resolution 7/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/29/2008
Record ID 10431
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/29/2008
Resolution 7/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/29/2008
Record ID 10430
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/29/2008
Resolution 7/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/29/2008
Record ID 10432
Call Taken By Lead CA
CA Number
Responded By Shawna
Response Date 7/29/2008
Resolution 7/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/30/2008
Record ID 10429
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/30/2008
Resolution 7/30/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/4/2008
Record ID 10469
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/4/2008
Resolution 8/4/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/5/2008
Record ID 10472
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/5/2008
Resolution 8/5/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/12/2008
Record ID 10466
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/12/2008
Resolution 8/12/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/18/2008
Record ID 10470
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/18/2008
Resolution 8/18/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/19/2008
Record ID 10468
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/19/2008
Resolution 8/19/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/21/2008
Record ID 10471
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/21/2008
Resolution 8/21/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/24/2008
Record ID 10467
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 8/24/2008
Resolution 8/24/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 8/27/2008
Record ID 10367
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/27/2008
Resolution 8/27/2008

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 9/2/2008
Record ID 10503
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/2/2008
Resolution 9/2/2008

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 9/4/2008
Record ID 10504
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/4/2008
Resolution 9/4/2008

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Inquire Date 9/14/2008
Record ID 10505
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/14/2008
Resolution 9/14/2008

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/15/2008
Record ID 10502
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/15/2008
Resolution 9/15/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/23/2008
Record ID 10501
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/23/2008
Resolution 9/23/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/6/2008
Record ID 10553
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/6/2008
Resolution 10/6/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/7/2008
Record ID 10552
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/7/2008
Resolution 10/7/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/10/2008
Record ID 10549
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/10/2008
Resolution 10/10/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/11/2008
Record ID 10547
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/11/2008
Resolution 10/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/14/2008
Record ID 10550
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/14/2008
Resolution 10/14/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/21/2008
Record ID 10551
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/21/2008
Resolution 10/21/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/28/2008
Record ID 10523
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/28/2008
Resolution 10/28/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/29/2008
Record ID 10544
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/29/2008
Resolution 10/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/29/2008
Record ID 10548
Call Taken By Lead CA
CA Number
Responded By LOL
Response Date 10/29/2008
Resolution 10/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/30/2008
Record ID 10545
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 10/30/2008
Resolution 10/30/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Relay Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Relay Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/30/2008
Record ID 10546
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 10/30/2008
Resolution 10/30/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/4/2008
Record ID 10569
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/4/2008
Resolution 11/4/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/6/2008
Record ID 10565
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/7/2008
Resolution 11/7/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/7/2008
Record ID 10566
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 11/7/2008
Resolution 11/7/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/12/2008
Record ID 10570
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/12/2008
Resolution 11/12/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/13/2008
Record ID 10571
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/13/2008
Resolution 11/13/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/19/2008
Record ID 10567
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/19/2008
Resolution 11/19/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/20/2008
Record ID 10568
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/20/2008
Resolution 11/20/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/20/2008
Record ID 10572
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/20/2008
Resolution 11/20/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/24/2008
Record ID 10580
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 11/25/2008
Resolution 11/25/2008***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/24/2008
Record ID 10573
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/24/2008
Resolution 11/24/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/25/2008
Record ID 10581
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 11/25/2008
Resolution 11/25/2008***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/26/2008
Record ID 10576
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/26/2008
Resolution 11/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/26/2008
Record ID 10575
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/26/2008
Resolution 11/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/26/2008
Record ID 10579
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/26/2008
Resolution 11/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/26/2008
Record ID 10578
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/26/2008
Resolution 11/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/26/2008
Record ID 10577
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/26/2008
Resolution 11/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/28/2008
Record ID 10574
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/28/2008
Resolution 11/28/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/1/2008
Record ID 10602
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/1/2008
Resolution 12/1/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/1/2008
Record ID 10601
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/1/2008
Resolution 12/1/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/1/2008
Record ID 10605
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/1/2008
Resolution 12/1/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/2/2008
Record ID 10603
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/2/2008
Resolution 12/2/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/2/2008
Record ID 10604
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/2/2008
Resolution 12/2/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/3/2008
Record ID 10606
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/3/2008
Resolution 12/3/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/4/2008
Record ID 10600
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/4/2008
Resolution 12/4/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/4/2008
Record ID 10608
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/4/2008
Resolution 12/4/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/4/2008
Record ID 10607
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/4/2008
Resolution 12/4/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/9/2008
Record ID 10593
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 12/9/2008
Resolution 12/9/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/9/2008
Record ID 10555
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/9/2008
Resolution 12/9/2008***

Customer has been receiving fraudulent telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/9/2008
Record ID 10613
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/9/2008
Resolution 12/9/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/10/2008
Record ID 10614
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/10/2008
Resolution 12/10/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/10/2008
Record ID 10594
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/10/2008
Resolution 12/10/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/11/2008
Record ID 10612
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/11/2008
Resolution 12/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/11/2008
Record ID 10591
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/11/2008
Resolution 12/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/12/2008
Record ID 10611
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/12/2008
Resolution 12/12/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/15/2008
Record ID 10599
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/15/2008
Resolution 12/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/15/2008
Record ID 10595
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/15/2008
Resolution 12/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/15/2008
Record ID 10598
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 12/15/2008
Resolution 12/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/16/2008
Record ID 10592
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/16/2008
Resolution 12/16/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/21/2008
Record ID 10596
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/21/2008
Resolution 12/21/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/22/2008
Record ID 10609
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/22/2008
Resolution 12/22/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/22/2008
Record ID 10610
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/22/2008
Resolution 12/22/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/26/2008
Record ID 10597
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/26/2008
Resolution 12/26/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/29/2008
Record ID 10615
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/29/2008
Resolution 12/29/2008***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/5/2009
Record ID 10738
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/5/2009
Resolution 1/5/2009***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/6/2009
Record ID 10729
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/6/2009
Resolution 1/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/12/2009
Record ID 10737
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/12/2009
Resolution 1/12/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/13/2009
Record ID 10726
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/13/2009
Resolution 1/13/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/14/2009
Record ID 10736
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/14/2009
Record ID 11264
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/14/2009
Record ID 10730
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/15/2009
Record ID 10735
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2009
Resolution 1/15/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/20/2009
Record ID 10727
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 1/20/2009
Resolution 1/20/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/22/2009
Record ID 10734
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/22/2009
Resolution 1/22/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/22/2009
Record ID 10728
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/22/2009
Resolution 1/22/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/23/2009
Record ID 10732
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/23/2009
Resolution 1/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/23/2009
Record ID 10733
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/23/2009
Resolution 1/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/26/2009
Record ID 10731
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/26/2009
Resolution 1/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/28/2009
Record ID 10720
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/28/2009
Resolution 1/28/2009***

Officer was investigating a fraudulent call that was placed through the relay and requested all information concerning the call.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/2/2009
Record ID 10806
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/2/2009
Resolution 2/2/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/2/2009
Record ID 10838
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/2/2009
Resolution 2/2/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/3/2009
Record ID 10837
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 2/3/2009
Resolution 2/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/3/2009
Record ID 10853
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/3/2009
Resolution 2/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/4/2009
Record ID 10854
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/4/2009
Resolution 2/4/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/5/2009
Record ID 10855
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/5/2009
Resolution 2/5/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/5/2009
Record ID 10840
Call Taken By Supervisor
CA Number
Responded By Dave
Response Date 2/5/2009
Resolution 2/5/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/6/2009
Record ID 10856
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/6/2009
Resolution 2/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/9/2009
Record ID 10859
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/9/2009
Resolution 2/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/9/2009
Record ID 10858
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/9/2009
Resolution 2/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/9/2009
Record ID 10857
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/9/2009
Resolution 2/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/10/2009
Record ID 11263
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/10/2009
Resolution 2/10/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/11/2009
Record ID 10808
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/11/2009
Resolution 2/11/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/11/2009
Record ID 10807
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/11/2009
Resolution 2/11/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/11/2009
Record ID 10850
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/11/2009
Resolution 2/11/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/12/2009
Record ID 10852
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/12/2009
Resolution 2/12/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/12/2009
Record ID 10851
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/12/2009
Resolution 2/12/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/12/2009
Record ID 10805
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/12/2009
Resolution 2/12/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/13/2009
Record ID 10860
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/13/2009
Resolution 2/13/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/13/2009
Record ID 10846
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/13/2009
Resolution 2/13/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/13/2009
Record ID 10849
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/13/2009
Resolution 2/13/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/16/2009
Record ID 10848
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/16/2009
Resolution 2/16/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/17/2009
Record ID 10703
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/17/2009
Resolution 2/17/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/18/2009
Record ID 10847
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/18/2009
Resolution 2/18/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2009
Record ID 10845
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/19/2009
Resolution 2/19/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2009
Record ID 10861
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/19/2009
Resolution 2/19/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/20/2009
Record ID 10836
Call Taken By Supervisor
CA Number
Responded By Karen
Response Date 2/20/2009
Resolution 2/20/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/20/2009
Record ID 10809
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/20/2009
Resolution 2/20/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/23/2009
Record ID 11262
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/23/2009
Resolution 2/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/23/2009
Record ID 10844
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/23/2009
Resolution 2/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/23/2009
Record ID 10843
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/23/2009
Resolution 2/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10820
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10816
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10817
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10818
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10821
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10811
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10812
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10815
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10819
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10842
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10813
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10810
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/24/2009
Record ID 10814
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/24/2009
Resolution 2/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2009
Record ID 10826
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/25/2009
Resolution 2/25/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2009
Record ID 10825
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/25/2009
Resolution 2/25/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2009
Record ID 10824
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/25/2009
Resolution 2/25/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2009
Record ID 10823
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/25/2009
Resolution 2/25/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2009
Record ID 10822
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/25/2009
Resolution 2/25/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10833
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10834
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10841
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10839
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10831
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10835
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10832
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/26/2009
Record ID 10830
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/26/2009
Resolution 2/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/27/2009
Record ID 10827
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/27/2009
Resolution 2/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/27/2009
Record ID 10829
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/27/2009
Resolution 2/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/27/2009
Record ID 10828
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/27/2009
Resolution 2/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/3/2009
Record ID 10969
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/3/2009
Resolution 3/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/3/2009
Record ID 10970
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/3/2009
Resolution 3/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/4/2009
Record ID 10963
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/4/2009
Record ID 10971
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/5/2009
Record ID 10978
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/5/2009
Resolution 3/5/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/5/2009
Record ID 10962
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/5/2009
Resolution 3/5/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/5/2009
Record ID 10961
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 3/5/2009
Resolution 3/5/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/6/2009
Record ID 10977
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/6/2009
Resolution 3/6/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/9/2009
Record ID 10979
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/9/2009
Resolution 3/9/2009***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/12/2009
Record ID 10960
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 3/12/2009
Resolution 3/12/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/12/2009
Record ID 10972
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/12/2009
Resolution 3/12/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/18/2009
Record ID 10973
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/18/2009
Resolution 3/18/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/20/2009
Record ID 10974
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/20/2009
Resolution 3/20/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/23/2009
Record ID 10957
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/23/2009
Resolution 3/23/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/24/2009
Record ID 10958
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 3/24/2009
Resolution 3/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/24/2009
Record ID 10959
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/24/2009
Resolution 3/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/26/2009
Record ID 10975
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/26/2009
Resolution 3/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/26/2009
Record ID 10976
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/26/2009
Resolution 3/26/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2009
Record ID 10966
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/27/2009
Resolution 3/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2009
Record ID 10967
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/27/2009
Resolution 3/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2009
Record ID 10968
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/27/2009
Resolution 3/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2009
Record ID 10956
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/27/2009
Resolution 3/27/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/30/2009
Record ID 10964
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/30/2009
Resolution 3/30/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/30/2009
Record ID 10955
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/30/2009
Resolution 3/30/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/31/2009
Record ID 10965
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/31/2009
Resolution 3/31/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/1/2009
Record ID 11306
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/1/2009
Resolution 4/1/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/1/2009
Record ID 11298
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/1/2009
Resolution 4/1/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/1/2009
Record ID 11297
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/1/2009
Resolution 4/1/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/1/2009
Record ID 11296
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/1/2009
Resolution 4/1/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/1/2009
Record ID 11294
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/1/2009
Resolution 4/1/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/2/2009
Record ID 11295
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/2/2009
Resolution 4/2/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/3/2009
Record ID 11292
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/3/2009
Resolution 4/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/3/2009
Record ID 11279
Call Taken By Lead CA
CA Number
Responded By Lori
Response Date 4/3/2009
Resolution 4/3/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/6/2009
Record ID 11280
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 4/6/2009
Resolution 4/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/6/2009
Record ID 11283
Call Taken By Supervisor
CA Number
Responded By Karen
Response Date 4/6/2009
Resolution 4/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/6/2009
Record ID 11285
Call Taken By Supervisor
CA Number
Responded By Lateacha
Response Date 4/6/2009
Resolution 4/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/6/2009
Record ID 11293
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/6/2009
Resolution 4/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/6/2009
Record ID 11291
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/6/2009
Resolution 4/6/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/8/2009
Record ID 11290
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/8/2009
Resolution 4/8/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/9/2009
Record ID 11289
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/9/2009
Resolution 4/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/9/2009
Record ID 11288
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/9/2009
Resolution 4/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/9/2009
Record ID 11287
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/9/2009
Resolution 4/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/9/2009
Record ID 11284
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 4/9/2009
Resolution 4/9/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/14/2009
Record ID 11307
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2009
Resolution 4/14/2009***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/14/2009
Record ID 11282
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 4/14/2009
Resolution 4/14/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/14/2009
Record ID 11281
Call Taken By Supervisor
CA Number
Responded By Chericia
Response Date 4/15/2009
Resolution 4/15/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/15/2009
Record ID 11299
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/15/2009
Resolution 4/15/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/17/2009
Record ID 11302
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2009
Resolution 4/17/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/17/2009
Record ID 11301
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2009
Resolution 4/17/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/17/2009
Record ID 11300
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2009
Resolution 4/17/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/17/2009
Record ID 11286
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 4/17/2009
Resolution 4/17/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/19/2009
Record ID 11278
Call Taken By Lead CA
CA Number
Responded By Kim
Response Date 4/19/2009
Resolution 4/22/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/20/2009
Record ID 11304
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/20/2009
Resolution 4/20/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/22/2009
Record ID 11303
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/22/2009
Resolution 4/22/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/23/2009
Record ID 11305
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/23/2009
Resolution 4/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/23/2009
Record ID 11375
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 4/23/2009
Resolution 4/23/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/24/2009
Record ID 11380
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/24/2009
Resolution 4/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/24/2009
Record ID 11381
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/24/2009
Resolution 4/24/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/27/2009
Record ID 11377
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 4/27/2009
Resolution 4/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operation Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/28/2009
Record ID 11383
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/28/2009
Resolution 4/28/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/29/2009
Record ID 11385
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/29/2009
Resolution 4/29/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/29/2009
Record ID 11384
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/29/2009
Resolution 4/29/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/29/2009
Record ID 11378
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 4/29/2009
Resolution 4/29/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operation Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/29/2009
Record ID 11379
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 4/29/2009
Resolution 4/29/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operation Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/30/2009
Record ID 11376
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 4/30/2009
Resolution 4/30/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/30/2009
Record ID 11386
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/30/2009
Resolution 4/30/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/1/2009
Record ID 11424
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 5/1/2009
Resolution 5/1/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/4/2009
Record ID 11430
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/4/2009
Resolution 5/4/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/4/2009
Record ID 11423
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 5/4/2009
Resolution 5/4/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11426
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Assistant Operations Manager explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11432
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11433
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11431
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11429
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Assistant Operations Manager explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11428
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Assistant Operations Manager explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/5/2009
Record ID 11427
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/5/2009
Resolution 5/5/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Assistant Operations Manager explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/6/2009
Record ID 11421
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/6/2009
Resolution 5/6/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/7/2009
Record ID 11434
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/7/2009
Resolution 5/7/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/7/2009
Record ID 11422
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/7/2009
Resolution 5/7/2009***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/8/2009
Record ID 11435
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/8/2009
Resolution 5/8/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/12/2009
Record ID 11436
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/12/2009
Resolution 5/12/2009***

Officer was investigating harassing telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/14/2009
Record ID 11440
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/4/2009
Resolution 5/4/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Assistant Operations Manager explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/18/2009
Record ID 11438
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/18/2009
Resolution 5/18/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/18/2009
Record ID 11437
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/18/2009
Resolution 5/18/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/19/2009
Record ID 11439
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/19/2009
Resolution 5/19/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Customer Service explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/19/2009
Record ID 11425
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/19/2009
Resolution 5/19/2009***

Officer was investigating fraudulent telephone calls and inquired what could be done.

Supervisor explained that if a court order was obtained, at that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/22/2009
Record ID 11509
Call Taken By Supervisor
CA Number
Responded By Diane
Response Date 5/22/2009
Resolution 5/22/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/27/2009
Record ID 11533
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/27/2009
Resolution 5/27/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/28/2009
Record ID 11544
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/28/2009
Resolution 5/28/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/28/2009
Record ID 11532
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 5/28/2009
Resolution 5/28/2009***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 6/5/2008
Record ID 10371
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/5/2008
Resolution 6/5/2008***

Customer stated that when dialing nation wide toll free access numbers, the customer reaches the company's office in Canada. Customer inquired why they reach a Canadian branch when they reside in the US.

Customer Service discovered that the customer resided close to the Canadian border and had obtained a toll free number that was based in Canada. Customer Service explained that the relay is a US or Domestic based service. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 6/13/2008
Record ID 10376
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 6/13/2008
Resolution 6/13/2008***

Customer stated that trainee CAs do not understand 2LVCO and suggested additional training.

Customer Service apologized and forwarded the information to management. All CAs were retrained on 2LVCO procedures. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 7/19/2008
Record ID 10405
Call Taken By Lead CA
CA Number 6447
Responded By Jackie
Response Date 7/19/2008
Resolution 7/19/2008***

Customer stated that the CA would not leave a message at the telephone number that they requested to be dialed.

Lead CA placed a test call to leave the message for the customer and discovered that the telephone number was a fax machine. Customer understood.

***Service Complaints--
Miscellaneous***

Customer stated disappointment in the quality of service through Hamilton Internet Relay. Customer stated that the quality has declined greatly since Hamilton Internet Relay first started.

***Inquire Date 7/30/2008
Record ID 10438
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/5/2008
Resolution 8/5/2008***

Customer Service apologized and attempted to acquire additional information, but customer refused.

***Service Complaints--
Miscellaneous***

Customer stated they are unable to place a call using Hamilton Relay through the Internet.

Customer Service attempted to obtain call information, but there has been no return contact from customer.

***Inquire Date 11/1/2008
Record ID 10557
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/3/2008
Resolution 11/3/2008***

***Service Complaints--
Miscellaneous***

(HT) Customer stated they had registered to receive a new HomeTown number from Hamilton Internet Relay and inquired when to expect the number.

***Inquire Date 11/5/2008
Record ID 10554
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/5/2008
Resolution 11/5/2008***

Customer Service explained that a number in their area was not currently available, but had been ordered. Customer will receive a verification when the number is assigned. Customer understood. Customer received a HomeTown number and was notified.

***Service Complaints--
Miscellaneous***

(HT) Customer stated they had registered to receive a new HomeTown number from Hamilton Internet Relay and inquired when to expect the number.

***Inquire Date 11/14/2008
Record ID 10639
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/14/2008
Resolution 11/14/2008***

Assistant Operations Manager explained that a number in their area was not currently available, but had been ordered. Customer will receive a verification when the number is assigned. Customer understood. Customer received a HomeTown number and was notified.

***Service Complaints--
Miscellaneous***

(HT) Customer stated they have received missed call notifications from someone that should not have their HomeTown number. Customer inquired how they may have obtained their HomeTown number.

***Inquire Date 12/8/2008
Record ID 10679
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/8/2008
Resolution 12/8/2008***

Customer Service explained that the HomeTown number is not shared with anyone other than the customer. Customer Service stated that it could be someone dialing their number by mistake. Customer understood.

***Service Complaints--
Miscellaneous***

(HT) Customer requested a HomeTown number from an area that Hamilton Relay could not provide service for.

***Inquire Date 1/7/2009
Record ID 11261
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/7/2009
Resolution 1/7/2009***

Customer Service apologized and explained that relay would be unable to acquire the customer a number from the requested location and directed customer to a different relay provider. Customer understood.

***Service Complaints--
Miscellaneous***

(HT) Customer did not understand the screen name authentication process and stated that when registering, they did not supply a screen name.

***Inquire Date 1/13/2009
Record ID 10750
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009***

Customer Service explained the process and reset the customer's account so they would be able to receive call notification when logged into Web Relay. Customer was satisfied.

***Service Complaints--
Miscellaneous***

(HT) Customer inquired the difference between an 800 number and a HomeTown number. Customer stated they were not happy that someone would be charged long distance when calling them through Internet Relay now.

***Inquire Date 1/19/2009
Record ID 10748
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/19/2009
Resolution 1/19/2009***

Customer Service explained the difference between the toll free and HomeTown Number service. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 1/29/2009
Record ID 10763
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/5/2009
Resolution 2/5/2009***

(HT) Customer inquired why Hamilton Relay was no longer supporting InspireChat.

Customer Service apologized and explained Hamilton Relay's new calling client, Web Relay. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 2/9/2009
Record ID 10863
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/10/2009
Resolution 2/10/2009***

(HT) Customer has been unable to receive call notifications for their screen name properly.

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer received the call notification. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 2/14/2009
Record ID 10873
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 2/14/2009
Resolution 2/14/2009***

(HT) Customer had several questions in regards to the HomeTown registration process.

Lead CA explained that Customer Service could answer their questions. Customer stated that was "unacceptable and very poor service." Customer hung up.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/14/2009
Record ID 11233
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2009
Resolution***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their toll free number. There has been no further response from the customer.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/14/2009
Record ID 11232
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2009
Resolution***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/14/2009
Record ID 11231
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2009
Resolution***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/14/2009
Record ID 11230
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/14/2009
Resolution 4/14/2009***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Service Complaints--
Miscellaneous***

***Inquire Date 5/4/2009
Record ID 11472
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/4/2009
Resolution 5/4/2009***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Service Complaints--
Miscellaneous***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Inquire Date 5/6/2009
Record ID 11471
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/6/2009
Resolution 5/6/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer has been unable to use the Web Relay client properly on their browser and requested to cancel their account.

Customer Service explained how to set their browser to allow Web Relay to work correctly. Customer decided to keep their new HomeTown account active.

***Inquire Date 5/9/2009
Record ID 11451
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/11/2009
Resolution 5/11/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Inquire Date 5/11/2009
Record ID 11473
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/11/2009
Resolution 5/11/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer stated they do not understand why customers must register to use Hamilton Relay and acquire a 10 digit number.

Supervisor attempted to explain the new process to the customer and that the registration is needed for 911 location but customer hung up.

***Inquire Date 5/12/2009
Record ID 11455
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 5/12/2009
Resolution 5/12/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Inquire Date 5/14/2009
Record ID 11475
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/14/2009
Resolution 5/14/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Inquire Date 5/14/2009
Record ID 11476
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/14/2009
Resolution 5/14/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. There has been no further response from the customer.

***Inquire Date 5/14/2009
Record ID 11474
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/14/2009
Resolution 5/14/2009***

***Service Complaints--
Miscellaneous***

(HT) Customer inquired why they had not received a HomeTown number.

Customer Service explained that the number was on order and as soon as it was available they would be notified. Customer understood and order was filled on 5/18/09.

***Inquire Date 5/15/2009
Record ID 11464
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/15/2009
Resolution 5/18/2009***

***Service Complaints--
Miscellaneous***

***Inquire Date 5/19/2009
Record ID 11477
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/20/2009
Resolution 5/20/2009***

(HT) Customer has requested to port a number to Hamilton Relay.

Customer Service informed customer that Hamilton Relay would be unable to port their telephone number as Hamilton does not have service in their area. Customer contacted relay and wanted to set up a request for a HomeTown number. Account was updated to a standard request and number was assigned. Customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

***Inquire Date 7/10/2008
Record ID 10404
Call Taken By Supervisor
CA Number 3926
Responded By Neal
Response Date 7/10/2008
Resolution 7/10/2008***

Customer stated that when the CA left a message on their answering machine they spoke too fast and customer could not understand the message.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

***Inquire Date 11/26/2008
Record ID 10558
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/26/2008
Resolution 11/26/2008***

Customer stated that when the CA left a message on their answering machine they spoke too fast and customer could not understand the message. Customer did not have the CA number.

Customer Service apologized and attempted to obtain the CA number. Customer Service explained that no transcripts of calls were kept and without CA information we would be unable to have CA counseled, but would forward this information to the Relay Manager. Customer understood.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

***Inquire Date 11/26/2008
Record ID 10561
Call Taken By Supervisor
CA Number 9020
Responded By Michelle
Response Date 11/26/2008
Resolution 11/26/2008***

Customer sated that when CA left a message on the answering machine they did not spell out the email address and customer could not understand what the CA said.

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

<i>Service Complaints--Poor Vocal Clarity/Enuciation</i>	Customer stated that the CA sounded like they had a cold and they could not understand what they said. Customer requested another CA and the call was disconnected.
<i>Inquire Date 3/5/2009</i> <i>Record ID 10940</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Tina</i> <i>Response Date 3/5/2009</i> <i>Resolution 3/17/2009</i>	Customer Service apologized and attempted to obtain call information, but customer refused.
<i>Service Complaints--Poor Vocal Clarity/Enuciation</i>	Customer stated that when the CA left a message on their answering machine they spoke too fast and customer could not understand the message.
<i>Inquire Date 3/10/2009</i> <i>Record ID 10943</i> <i>Call Taken By Customer Service</i> <i>CA Number</i> <i>Responded By Tina</i> <i>Response Date 3/11/2009</i> <i>Resolution 3/13/2009</i>	Customer Service apologized and attempted to obtain the CA number. Customer Service explained that no transcripts of calls were kept and without CA information we would be unable to have CA counseled, but would forward this information to the Relay Manager.
<i>Service Complaints--Spanish to Spanish call Handling Problems</i>	Customer requested typing in Spanish. CA and Supervisor stated that only English translation was available through Internet Relay.
<i>Inquire Date 5/22/2009</i> <i>Record ID 11504</i> <i>Call Taken By Lead CA</i> <i>CA Number 4158</i> <i>Responded By Shane</i> <i>Response Date 5/22/2009</i> <i>Resolution 5/22/2009</i>	Lead CA apologized and explained that relay has Spanish to Spanish translation through Internet Relay. Customer hung up. CA and Supervisor were counseled in regards to this issue.
<i>Technical Complaints--Line Disconnected</i>	Customer stated that they are continually disconnected from the relay when using Inspire Chat.
<i>Inquire Date 6/12/2008</i> <i>Record ID 10375</i> <i>Call Taken By Lead CA</i> <i>CA Number</i> <i>Responded By Jackie</i> <i>Response Date 6/12/2008</i> <i>Resolution 6/12/2008</i>	Lead CA apologized and requested call information to forward to the technical department. Customer refused to give information and hung up.

**Technical Complaints--Line
Disconnected**

Inquire Date 8/29/2008
Record ID 10515
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/29/2008
Resolution 10/1/2009

Customer stated that they are continually disconnected from the relay when using Inspire Chat.

Customer Service apologized and requested call information to forward to the technical department. Customer stated that they would email call information. Call information was never received.

**Technical Complaints--
Miscellaneous**

Inquire Date 10/24/2008
Record ID 10525
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 10/27/2008
Resolution 10/27/2008

Customer was unable to access their Hamilton Internet Relay profile through InspireChat.

Lead CA stated that information would be forwarded to the technical department. The technical department discovered an incorrect PIN number. Customer Service contacted customer and reset the PIN number. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/15/2008
Record ID 10642
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/17/2008
Resolution 11/17/2008

(HT) Customer stated they are unable to dial aunt's new HomeTown number and the call does not go through.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the number was not assigned correctly and issue was resolved. Customer Service placed test calls, which were successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/18/2008
Record ID 10643
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/19/2008
Resolution 11/19/2008

(HT) Customer stated that they have been unable to receive a call correctly with their toll free or HomeTown numbers.

Customer Service explained how to authenticate their screen name to their accounts and reset their account. Customer Service placed test calls, which were successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/21/2008
Record ID 10641
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/21/2008
Resolution 11/21/2008

(HT) Customer stated they were unable to click on the email verification link.

Customer Service apologized and resent the customer the email verification link. Customer was able to click on the new link and verify their email.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/24/2008
Record ID 10645
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/26/2008
Resolution 11/26/2008

(HT) Customer stated that they did not receive a toll free number and when a call is placed to the number received, it does not work properly.

Customer Service apologized and explained HomeTown numbering. Customer Service assisted the customer to reset their account. Customer Service placed test calls, which were successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/25/2008
Record ID 10644
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 11/25/2008
Resolution 11/25/2008

(HT) Customer stated they have been unable to log into their account and the homepage will not accept their password.

Customer Service offered to reset the password for the customer so they could attempt again. Password was reset and customer was able to log in. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 12/2/2008
Record ID 10677
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/2/2008
Resolution 12/2/2008

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive call notifications set on their screen name.

Inquire Date 12/4/2008
Record ID 10676
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/4/2008
Resolution 12/9/2008

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive the call notifications set on their screen name.

Inquire Date 12/5/2008
Record ID 10678
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/5/2008
Resolution 12/5/2008

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive a call when logged into Web Relay.

Inquire Date 12/9/2008
Record ID 10688
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 12/9/2008
Resolution 12/9/2008

Customer Service gave some tips to clear the previous call and how to set the screen to wait for an incoming call. Customer Service placed a test call that processed properly. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to have her gmail address accepted by the HomeTown application.

Inquire Date 12/11/2008
Record ID 10685
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/11/2008
Resolution 12/11/2008

Customer Service forwarded information to the technical department. The technical department discovered that the email address was typed incorrectly. The HomeTown account was reset for the customer and they were able to log on. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive call notifications set on their screen name.

Inquire Date 12/12/2008
Record ID 10690
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/12/2008
Resolution 12/12/2008

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to log into the Hamilton Relay home page.

Inquire Date 12/15/2008
Record ID 10586
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/16/2008
Resolution 1/5/2009

Customer Service attempted to gather information in regards to the error the customer was receiving and there was no response from the customer.

**Technical Complaints--
Miscellaneous**

Inquire Date 12/18/2008
Record ID 10680
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/18/2008
Resolution 12/19/2008

(HT) Customer has been unable to log into their new Hamilton HomeTown account.

Supervisor stated that Customer Service would contact the customer in regards to this issue. Customer Service verified that the correct username was being used and sent the email to reset the password. Customer reset password and was able to log into their account.

**Technical Complaints--
Miscellaneous**

Inquire Date 12/24/2008
Record ID 10675
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/24/2008
Resolution 12/24/2008

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 12/24/2008
Record ID 10682
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/24/2008
Resolution 12/24/2008

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 12/29/2008
Record ID 10742
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2009
Resolution 1/15/2009

(HT) Customer has been unable to display the new Hamilton Web Relay and cannot place a call through their mobile device using GTalk.

Customer Service explained how to change the settings on their computer and reset the HomeTown account for their AOL screen name. Customer Service verified that the customer was able to use AIM through their mobile device and place a call through Web Relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/5/2009
Record ID 10756
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/5/2009
Resolution 1/5/2009

(HT) Customer has been unable to receive the call notifications set on their screen name.

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/8/2009
Record ID 10749
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/8/2009
Resolution 1/8/2009

(HT) Customer stated that they have been unable to connect to the Web Relay page to place a call.

Customer Service apologized and stated that the technical department were currently working on an issue in regards to Web Relay. Issue was resolved and customer was notified.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/9/2009
Record ID 10747
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/19/2009
Resolution 1/19/2009

(HT) Customer has been unable to reset their password in their HomeTown account.

Customer Service stated the error would be reported to the technical department. The technical department suggested that the customer restart Internet Explorer and clear the cache. Customer was able to reset their password. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/9/2009
Record ID 10755
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/9/2009
Resolution 1/9/2009

(HT) Customer has been unable to receive the call notifications set on their screen name.

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 1/9/2009
Record ID 10754
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/9/2009
Resolution 1/9/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive call notifications set on their screen name.

Inquire Date 1/9/2009
Record ID 10740
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/9/2009
Resolution 1/9/2009

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 1/11/2009
Record ID 10775
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/12/2009
Resolution 1/12/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer requested the speed of transmission when receiving conversation to be increased. Customer states that there seems to be a delay.

Inquire Date 1/13/2009
Record ID 10757
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009

Customer Service apologized and explained that the transmission speed is dependant upon their internet connection. Customer Service explained that there is not a setting to increase the speed of transmission. Customer understood.

**Technical Complaints--
Miscellaneous**

(HT) Customer inquired why they had received two Home Town numbers. Customer stated that they only want one number.

Inquire Date 1/14/2009
Record ID 10741
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/14/2009

Customer Service explained that the relay had received two separate applications and updated the customer's account, returning one number. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to place a call through their mobile device using GTalk.

Inquire Date 1/14/2009
Record ID 10743
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/14/2009
Resolution 1/15/2009

Customer Service explained about using AIM on their wireless device and how application was reset. Customer placed a test call, which was successful. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer stated that when they place a call through the relay the screen will not appear.

Inquire Date 1/15/2009
Record ID 10705
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/16/2009
Resolution 1/16/2009

Customer Service explained that pop-up blockers may prevent the screen from appearing. Customer Service attempted to acquire call information, but no further information was offered by the customer.

**Technical Complaints--
Miscellaneous**

(HT) Customer stated that they received an error while attempting to use their HomeTown account.

Inquire Date 1/15/2009
Record ID 10880
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2009
Resolution 2/12/2009

Customer Service requested information in regards to the error. There has been no further response from the customer.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 1/20/2009
Record ID 10770
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/20/2009
Resolution 1/20/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer was unable to print their conversation from their call.

Inquire Date 1/21/2009
Record ID 10768
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 1/21/2009
Resolution 1/21/2009

Customer Service discovered that the library did not have access to a printer from this computer and suggested the customer send it to an email account and print it from another location. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 1/27/2009
Record ID 10771
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/27/2009
Resolution 1/27/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to receive call notifications set on their screen name.

Inquire Date 1/30/2009
Record ID 10761
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/2/2009
Resolution 2/2/2009

Customer Service reset the customer's application settings and explained how to authenticate their screen name. Test call was placed and customer was able to receive call notifications. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 2/3/2009
Record ID 10868
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer received a recording that their number was being blocked on Caller ID. Customer stated that the relay number no longer appears on their Caller ID.

Inquire Date 2/4/2009
Record ID 10795
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/4/2009
Resolution 2/4/2009

Customer Service apologized and explained to the customer that registering for a HomeTown number , allows a number to appear on Caller ID, so parties would be able to identify the caller. Customer understood.

**Technical Complaints--
Miscellaneous**

(HT) Customer stated that they are unable to access Hamilton Relay through their computer.

Inquire Date 2/6/2009
Record ID 10879
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/6/2009
Resolution 2/6/2009

Customer Service discovered that customer has pop-up blocker turned on and explained how to add Hamilton Relay to their exceptions list. Customer was able to process a call using Hamilton Relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to type YES on their AIM device and accept the call.

Inquire Date 2/13/2009
Record ID 10883
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/27/2009
Resolution 2/27/2009

Customer Service explained how to clear their previous call. Customer Service explained how to accept a call on either Web Relay or AIM and not accept on both. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 2/26/2009
Record ID 10878
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/27/2009
Resolution 2/27/2009

(HT) Customer stated that they are unable to access Hamilton Relay through their computer. Customer Service discovered that customer has pop-up blocker turned on and explained how to add Hamilton Relay to their exceptions list. Customer was able to process a call using Hamilton Relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 3/3/2009
Record ID 11014
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number. Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 3/4/2009
Record ID 10980
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/4/2009
Resolution 3/4/2009

(HT) Customer states they are unable to receive a call when someone calls their HomeTown number. Customer Service offered to do a test call and discovered an issue with all HomeTown numbers giving a Busy Signal. Information was forwarded to the technical department and issue was resolved. Customer was notified with a test call. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 3/16/2009
Record ID 10986
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 3/17/2009
Resolution 3/17/2009

(HT) Customer stated they were unable to print and save their conversation using the new Web Relay Client. Customer Service attempted to acquire information from the customer and explained how to print/save. There has been no further response from the customer.

**Technical Complaints--
Miscellaneous**

(HT) Customer wanted to know how to set up a profile with the new Web Relay client for HomeTown.

Inquire Date 3/19/2009
Record ID 10984
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/19/2009
Resolution 3/19/2009

Customer Service explained that speed dial list and the away message were currently the only options available. Customer Service explained that the relay continues to work to develop other profile options. Customer understood.

**Technical Complaints--
Miscellaneous**

(HT) Customer stated they have been unable to update their primary email account on their HomeTown Number application.

Inquire Date 3/24/2009
Record ID 10987
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/24/2009
Resolution 3/26/2009

Customer Service forwarded information to the technical department. The technical department discovered an issue. The issue was resolved and customer was notified.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 3/25/2009
Record ID 10989
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/26/2009
Resolution 3/26/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to send information to the relay.

Customer Service attempted to acquire additional information, but customer hung up.

Inquire Date 3/26/2009
Record ID 11275
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/29/2009
Resolution 3/29/2009

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to click on the acceptance link for their new HomeTown number.

Inquire Date 3/26/2009
Record ID 11012
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/26/2009
Resolution 3/26/2009

Customer Service resent the link to the customer, which allowed the customer to click on the acceptance link. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to sign up for a HomeTown number as the application will not accept their physical address.

Inquire Date 3/31/2009
Record ID 11229
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/31/2009
Resolution 4/5/09

Customer's physical address was a new address not identified in the 911 database. Application was processed and customer was notified.

**Technical Complaints--
Miscellaneous**

(HT) Customer was unable to authenticate their screen name and validate their HomeTown account.

Inquire Date 4/3/2009
Record ID 11322
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/3/2009
Resolution 4/3/2009

Customer Service discovered the screen name was listed incorrectly in the customer's account. Customer Service reset the screen and customer was able to complete the validation. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to log into their new Hamilton HomeTown account.

Inquire Date 4/9/2009
Record ID 11327
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/9/2009
Resolution 4/9/2009

Customer Service verified that the correct username was being used and sent an e-mail to reset their password. Customer reset password and was able to log into their account.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/20/2009
Record ID 11321
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/20/2009
Resolution 4/20/2009

(HT) Customer stated that they are unable to log into and use their HomeTown account.

Customer Service discovered that customer has pop-up blocker turned on and explained how to add Hamilton Relay to their exceptions list. Customer was able to log into account. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/20/2009
Record ID 11470
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/20/2009
Resolution 4/20/2009

(HT) Customer stated that they are unable to access Hamilton Relay through their computer.

Customer Service discovered that customer has pop-up blocker turned on and explained how to add Hamilton Relay to their exceptions list. Customer was able to process a call using Hamilton Relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/21/2009
Record ID 11226
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/21/2009
Resolution 4/27/2009

(HT) Customer has been unable to Print/Save their conversation when using Web Relay with Internet Explorer.

Customer Service acquired information and had the customer check that Hamilton websites were added to their pop-up list and this did not help. Customer Service forwarded information to the technical department. The technical department discovered a technical issue which was resolved. Customer was notified.

**Technical Complaints--
Miscellaneous**

Inquire Date 4/27/2009
Record ID 11406
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/28/2009
Resolution 4/28/2009

(HT) Customer stated that when placing a call, their HomeTown number does not display. Customer stated that businesses refuse their call, as their caller ID says unknown.

Customer Service discovered that customer had not authenticated their screen name with his account, so the HomeTown number would not display. Customer Service emailed customer the instructions to complete this process. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

(HT) Customer stated they could not log into their HomeTown account.

Supervisor attempted to gather customer information but customer hung up.

Inquire Date 5/6/2009
Record ID 11448
Call Taken By Supervisor
CA Number
Responded By Lori
Response Date 5/6/2009
Resolution 5/6/2009

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to log into their new Hamilton HomeTown account.

Customer Service verified that the correct username was being used and sent the email to reset the password. Customer reset password and was able to log into their account.

Inquire Date 5/13/2009
Record ID 11456
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/13/2009
Resolution 5/13/2009

**Technical Complaints--
Miscellaneous**

(HT) Customer has been unable to log into their new Hamilton Home Town account.

Customer Service discovered that customer had not clicked on the email verification link to begin the HomeTown process. Customer clicked on the link and was able to log into their account.

Inquire Date 5/14/2009
Record ID 11457
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/14/2009
Resolution 5/14/2009

**Technical Complaints--
Miscellaneous**

(HT) Customer stated that they did not receive a complete telephone number in the automated missed call message.

Customer Service sent information to technical department but the number could not be retrieved. Customer Service emailed the customer and apologized that the complete number could not be retrieved by the technical department. Customer understood.

Inquire Date 5/22/2009
Record ID 11545
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/29/2009
Resolution 5/29/2009
